

☐ Current ☒ Proposed

<b>Classification Title</b> Staff Services Manager I (Specialist)	<b>Division</b> Workforce Development
<b>Working Title</b> Instructional Designer	<b>Office/Unit/Section</b> WDD
<b>Position Number</b> 363-920-4800-007	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> August 27, 2021

## CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

**Our Vision:** To be the premier leader and trusted partner in innovative human resources management.

**Our Mission:** To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

## General Statement

Under the general direction of the Staff Services Manager II, the Staff Services Manager I (SSMI, Specialist) will serve as an Instructional Designer to provide learning and development subject-matter expertise to CalHR training programs in the Leadership, Human Resources (HR), and Lean Academies. The Instruction Designer will collaborate directly with other learning and development professionals to deliver training aligned with HR best practices and statewide policy.

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 45% Instructional Design – (E)

Create engaging learning activities and compelling course content that enhances retention and transfer, leveraging eLearning as the primary delivery vehicle for training. Works with subject-matter experts (SMEs) and identify the target audience's training needs. Defines instructional end goals and creates content to match them. Visualizes instructional graphics, the user interface, and the finished product. Conduct instructional research and analysis on learners and contexts. Applies tested instructional design theories, practices, and methods. Provides exercises and activities that enhance the learning process. Decides on the criteria used to judge learner's performance and develop assessment instruments. Creates supporting materials and media (such as audio, video, simulations, role-plays, and games). Provides consultation on pedagogical approaches and best practices for providing accessible learning. Maintains project documentation and course folders.

### **35% Educational Technology – (E)**

Identifies, analyzes, and explores CalHR learning technology needs and identify instructional gaps. Proactively collaborates with the CalLearns Administrator to assist CalHR in using learning technologies and best instructional practices. Consults with staff to solve problems or issues they encounter using supported technology tools with the context of their classes. Serves as the highest level of problem escalation for teaching and learning tools. Works with vendors to resolve complex issues with instructional tools. Participates in testing all product releases or bug fixes prior to installation into production. Serves as a producer for live virtual events that use technology tools such as MS Teams, Zoom, WebEx, etc.

### **15% Data Analysis, Audit, and Reporting – (E)**

Analyzes participant and program data related to CalHR delivered courses to identify trends and measure effectiveness. Provides ongoing review of program efforts through audit and feedback of training delivery, materials, and activities. Reports key findings to internal and external stakeholders as it relates to course success and areas of opportunities. Provides solutions to enhance the learner experience and improve the learning outcomes.

### **5% Communication, education and outreach – (E)**

Collaborates with California Network of Learning Professionals (CNLP), vendors, partners and stakeholders to build and facilitate a professional community of practice for state employees to share best practices and experience regarding state civil service selection processes. Provides expert advice and consultation to help HR professionals understand Instructional Design with the highest level of expertise. Attends Human Resources-related forums to stay up to date on any laws, rules, or policy changes that may impact training content delivery. Keeps up with learning and development industry trends in order to propose innovative ideas for maximizing the effectiveness of the CalHR academies.

## **Supervision Received**

The Staff Services Manager I reports directly to and receives the majority of assignments from the Staff Services Manager II; however, direction and assignments may also come from the Staff Services Manager III and get functional guidance from the Workforce Development Division Chief.

## **Supervision Exercised**

None, however, may be called on to serve as a project lead.

## **Special Requirements/Desirable Qualifications**

- Familiarity with SCORM, xAPI, and web design development. Proficiency with rapid authoring tools, such as Articulate 360.
- Experience working in a digitally collaborative environment leveraging technology platforms like SharePoint, Microsoft Teams, Zoom/WebEx.
- Experience designing and delivering training to various audiences using blended delivery modalities (in-person, eLearning, virtual, etc.).
- Experience building knowledge assessments and measuring information retention.
- Experience in deploying learning solutions that are accessible and inclusive.
- Expertise in Instructional Design techniques for adult distance learning.
- Experience using advanced functionality within a learning management system (LMS).

- Exceptional communication skills, both verbal and written.
- Ability to apply the principles, methods, techniques, and tools for developing, scheduling, coordinating and managing projects.
- Ability to collaborate and influence stakeholders to maximize training delivery outcomes.

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Ability to operate standard office equipment such as, but not limited to: a personal computer (desktop or laptop models), paper shredder, basic calculator, document system (copier, facsimile, imaging). Ability to move training materials and equipment, including boxes up to 25 pounds.

## Working Conditions

Professional office environment. Ability to sit in a normal seated position for extended periods of time. Ability to effectively handle stress and deadlines.

## Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** \* (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Analyst.)

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>